

Dental Consumer Assessment for Healthcare Provider and Systems (CAHPS) Member Satisfaction Improvement Report

Plan Name: LIBERTY California
Reporting Year: 2021

Survey Item	Problems/ Barriers	Intervention/ Action Plan	Intervention Start Date (MM/DD/YY YY)	Target Completion Date (MM/DD/YYYY)	Status (Select One)	Quarter 2 (Apr-Jun) Intervention Progress	Quarter 3 (Jul-Sep) Intervention Progress	Quarter 4 (Oct-Dec) Intervention Progress	Comments
Q11 Regular dentist spent enough time with your child	Dental Provider and dental staff training	Monitor complaint/ grievance metrics to identify opportunities for improvement related to quality of service complaints.	4/1/2022	3/31/2023	Completed	LIBERTY's Grievance and Appeals, Clinical and Provider Relations teams work collorabately to track and monitor quality of service complaints. Complaints and grievances received from various sources such as member services and grievance and appeals and track and monitored and referred to quality assurance team.	LIBERTY's Grievance and Appeals, Clinical and Provider Relations teams continued to track and monitor quality of service complaints from various sources and referred to quality assurance team.	Intervention Complete	
Q12 Overall care provided by regular dentist	Dental Provider and dental staff training	Monitor complaint/ grievance metrics to identify opportunities for improvement related to quality of service complaints.	4/1/2022	3/31/2023	Completed	LIBERTY's Grievance and Appeals, Clinical and Provider Relations teams work collorabately to track and monitor quality of service complaints. Complaints and grievances received from various sources such as member services and grievance and appeals and track and monitored and referred to quality assurance team.	LIBERTY's Grievance and Appeals, Clinical and Provider Relations teams continued to track and monitor quality of service complaints from various sources and referred to quality assurance team.	LIBERTY's Grievance and Appeals, Clinical and Provider Relations teams continued to track and monitor quality of service complaints from various sources and referred to quality assurance team.	

Dental Consumer Assessment for Healthcare Provider and Systems (CAHPS) Member Satisfaction Improvement Report

Q15 Help you child feel as comfortable as possible during dental work.	Dental Providers and dental staff unaware of child's needs Lack of provider educational materials	Develop and disseminate provider education materials related to child member examinations. Track and monitor in person and webinar orientations.	4/1/2022	3/31/2023	Completed	LIBERTY's Provider Relations team ensure provider and office staff training upon onboarding. Orientations conducted and provided with training materials including; provider reference guide and brochures. Provider Relations teams ensures providers receive ongoing training. Additionally, provider alerts are also disseminated on a regular basis. Provider education and outreach are monitored on a quarterly basis. Total number of service calls/visits completed by office are also monitored.	LIBERTY's Provider Relations team continue to ensure provider and office staff training during onboarding. Continued monitoring of provider education and outreach and number of service calls/visits by office.	LIBERTY's Provider Relations team continue to ensure provider and office staff training during onboarding. Continued monitoring of provider education and outreach and number of service calls/visits by office.	
Q15 Help you child feel as comfortable as possible during dental work.	Dental Providers and dental staff unaware of child's needs	Monitor complaint/grievance metrics to identify opportunities for improvement related to quality of service complaints.	4/1/2022	3/31/2023	Completed	LIBERTY's Grievance and Appeals, Clinical and Provider Relations teams work collorabately to track and monitor quality of service complaints. Complaints and grievances received from various sources such as member	LIBERTY's Grievance and Appeals, Clinical and Provider Relations teams continued to track and monitor quality of service complaints from various sources and referred to quality assurance team.	LIBERTY's Grievance and Appeals, Clinical and Provider Relations teams continued to track and monitor quality of service complaints from various sources and referred to quality assurance team.	

Dental Consumer Assessment for Healthcare Provider and Systems (CAHPS) Member Satisfaction Improvement Report

						services and grievance and appeals and track and monitored and referred to quality assurance team.			
--	--	--	--	--	--	--	--	--	--

Dental Consumer Assessment for Healthcare Provider and Systems (CAHPS) Member Satisfaction Improvement Report

Survey Item	Problems/ Barriers	Intervention/ Action Plan	Intervention Start Date (MM/DD/YY YY)	Target Completion Date (MM/DD/YYYY)	Status (Select One)	Quarter 2 (Apr-Jun) Intervention Progress	Quarter 3 (Jul-Sep) Intervention Progress	Quarter 4 (Oct-Dec) Intervention Progress	Comments
Q16 Explain what were doing while treating your child.	Dental Providers and dental staff unaware of child's needs	Develop and disseminate provider education materials related to child member examinations. Track and monitor in person and webinar orientations.	4/1/2022	3/31/2023	Completed	LIBERTY's Provider Relations team ensure provider and office staff training upon onboarding. Orientations conducted and provided with training materials including; provider reference guide and brochures. Provider Relations teams ensures providers receive ongoing training. Additionally, provider alerts are also disseminated on a regular basis. Provider education and outreach are monitored on a quarterly basis. Total number of service calls/visits completed by office are also monitored.	LIBERTY's Provider Relations team continue to ensure provider and office staff training during onboarding. Continued monitoring of provider education and outreach and number of service calls/visits by office.	LIBERTY's Provider Relations team continue to ensure provider and office staff training during onboarding. Continued monitoring of provider education and outreach and number of service calls/visits by office.	
Q24 Child's dental plan met all dental needs	Member knowledge of covered benefits.	Monitor complaint/ grievance metrics to identify opportunities for improvement related to benefit	4/1/2022	3/31/2023	Completed	LIBERTY's Grievance and Appeals team track and monitors grievances and complaint by categories. Grievances/complaints	LIBERTY's Grievance and Appeals team track and monitors grievances and complaint by categories. Grievances/complaints related to benefits are tracked and if there a	Intervention Complete	

Dental Consumer Assessment for Healthcare Provider and Systems (CAHPS) Member Satisfaction Improvement Report

		complaints.				<p>related to benefits are tracked and if there a trend with a provider, the provider is referred to Provider Relations for training.</p> <p>Provider alert regarding charging Medicaid Members was disseminated in June, 2022.</p> <p>No significant trends identified.</p>	<p>trend with a provider, the provider is referred to Provider Relations for training.</p> <p>Provider alert regarding charging Medicaid Members was disseminated again in September, 2022.</p> <p>No significant trends identified.</p>		
--	--	-------------	--	--	--	--	--	--	--